

### Observer Checkpoints

- You will be watching the User complete a services to see **how** they are doing, more than what they are doing
- Prompt User to say out loud how, what and why they are thinking as they complete the task that they're completing

### Total Workshop Time: 30-40min

#### Feedback Summary Before Test: 3-5min

- Briefly, what do you expect to be able to do with the City website?
- Briefly, how often do you use the City's online services? What was your experience?

#### Feedback Summary During Test: 10-15min

As User completes service:

- Ask them to say out loud how and why they are completing the service that way
- Look for "work-arounds", note them
- If they ask you for help, tell them to complete the service as they normally would
- User is not being tested for how well they can navigate the test website. Encourage positive and negative feedback; there are no right or wrong answers.
- It's not the User's fault, it's the website's fault

#### Feedback Summary After Test: 3-5min

- Why did you give this service that letter grade?
- What did you like about the service layout?
- Did it make sense? What worked well? What didn't?
- What did you like about the test site? Visually? Layout? Content? Language?
- Do you have any recommendations for improvement or any last comments?